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FOR IMMEDIATE RELEASE  
October 22, 2018

## TEXT-TO-9-1-1 SERVICES AVAILABLE IN PBRPC AREA

October 22, 2018– Permian Basin Regional Planning Commission (PBRPC) Regional 9-1-1 Program is pleased to announce the availability of Text-to-9-1-1 service in Andrews, Borden, Crane, Dawson, Gaines, Glasscock, Loving, Martin, Pecos, Reeves, Terrell, Upton, Ward and Winkler counties. Text to 9-1-1 is a service that allows citizens to send a text message directly to 9-1-1 for assistance in the event they are unable to make a voice call.

Simply send a text as you would normally. In the recipient field enter 911, compose the message and push send. Once your text is sent, the 9-1-1 system will send an automated message asking the individual texting for the address of the emergency. This starts the text session between 9-1-1 and the individual needing emergency help.

It is important to remember that text to 9-1-1 services should only be used in an emergency situation, when someone is unable to speak. Examples include if the person is deaf, hard-of-hearing, speech impaired, or when speaking out loud would put the individual in danger. Text-to-9-1-1 also provides a silent alternative in cases such as a child abduction, active shooter or domestic abuse.

When texting 9-1-1, you need to know your exact location and the nature of your emergency. Use simple language and no abbreviations or slang. Please do NOT TEXT and DRIVE! Pull over to a safe location before sending a text to 9-1-1. If you are able, please call 9-1-1. It takes longer to get all the information when communicating through text messages.

Currently you can only Text-to-9-1-1 with the four major wireless carriers: AT&T, Sprint, T-Mobile and Verizon Wireless™. If you are in an area where texting service is not available to 9-1-1, you will receive a 'bounce-back' message telling you to make a voice call. If you would like more information about Text-to-9-1-1, please contact Susana Cardona at or email at susana.cardona@pbrpc911.org. You can also visit the Permian Basin Regional Planning Commission website at [www.pbrpc.org](http://www.pbrpc.org).

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